

**Addendum #**  
**Infrastructure Services**  
**Electronic Backup Services**  
**Effective (date)**

## Purpose

The Iowa Department of Administrative Services (DAS) will provide Data Backup (Formerly eDAS service 348 and 4427) to [Agency] ("Agency") for protection of data stored in open system environments. This Service Level Agreement will document the service components, service level objectives, and responsibilities of DAS and Agency.

**Need to remove TSM except for Client Specific Sections**

## Service

<b>Data Backup Service</b> Comprised of:	<p>The DAS Data Backup Service provides Agency with the following functions:</p> <ul style="list-style-type: none"><li>• Data Backup for Open Systems (Windows, AIX, Linux) servers, applications, and databases</li><li>• Setup and maintenance of backup schedule, tape rotation, offsite storage, and data restores.</li><li>• Configuration and tape storage</li><li>• 24x7 access to the ITE Service Desk.</li><li>▪ Basic Client software for server to be backed up</li><li>▪ Automated scheduling of backups</li><li>▪ Notification of results of backups to backup client administrators</li><li>▪ On-demand restoration of files initiated by the customer</li><li>▪ Off-site storage of a DR copy</li></ul> <p>Customers are responsible for costs of additional specialty client licenses. These are typically needed for mail, direct from database backups, and direct to SAN connections. They are NOT needed to back up flat file copies of data bases.</p>
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## Agency Organization & Scale

<b>Server Definition</b>	<p>An accompanying <b>Agency Server Definition appendix</b> will be maintained that includes the following server information: <b>Probably move to agency specific configuration</b></p> <ul style="list-style-type: none"><li>• Host Name, Physical Location, Data Storage Size, Server Function, CPU Architecture, # Cores/Processors, Backup Client Administrator Contact Information, Data Retention Schedule?</li></ul>
<b>Agency Network Connectivity</b>	<p>Agency WAN Link availability as guaranteed by Network Service Provider (if no guarantee provided, list N/A)</p> <p>[Site Location 1] [Link Speed] [Provider] 0.00%</p>
<b>Agency Regular Hours</b>	<p>[State Agency Regular Business Hours]</p>
<b>Agency Scheduled</b>	<p>[Describe standard maintenance windows observed by Agency]</p>

<b>Maintenance</b>					
<b>Service Level Objectives</b>					
<b>DAS Regular Business Hours</b>	<b>Monday through Friday 7:00 AM to 5:00 PM</b> daily, excluding recognized state holidays.				
<b>DAS Regular Backup Hours</b>	<b>4:00 PM to 4:00 AM</b> daily.				
<b>Scheduled Maintenance</b>	<p>DAS enterprise maintenance is scheduled from <b>7 AM to 3 PM</b> on any day, as needed, to avoid the scheduled backup window. Maintenance that exceeds this period will be scheduled as needed and announced to prevent conflict with restorations, which may be performed at any time</p> <p>DAS will provide notice fifteen business days prior to scheduled major system maintenance or upgrades [migrations to new platforms] that may require outages impacting the backup window described here. DAS will also provide notice of significant outages outside the backup window. Such maintenance is not routine and all reasonable efforts will be made to schedule a date and time for the outage that limits interruption to Agency business.</p> <p>All maintenance activity will be scheduled and approved by the DAS Change Advisory Board.</p>				
<b>Notifications</b>	<p>Notifications regarding scheduled maintenance and approved changes that impact the availability of backup services for the Agency will be issued via e-mail to Agency contacts from a list maintained by the backup administrator. The Agency Service Contacts given in this document will be auto-subscribed to the notification list.</p> <p>Agency Service Contacts are responsible for reviewing DAS notifications and relaying notification information to users in compliance with Agency processes and policy unless otherwise noted here.</p> <p>In the event of a service failure that precludes the use of e-mail communications, DAS will contact Agency Service Contacts via phone numbers provided.</p> <p>[Indicate if Agency wishes DAS to send all change and maintenance notifications to all Agency end users]</p> <p>Agency will receive a minimum of <b>two days</b> advanced notice regarding all routine changes and regularly scheduled maintenance.</p>				
<b>Availability Objectives</b>	<p><b>During DAS Regular Backup Window Hours:</b></p> <p><b>As measured by DAS and monitored from DAS networks</b></p> <table> <tr> <td><u><b>Component availability and operability status</b></u></td><td><u><b>Objective</b></u></td></tr> <tr> <td>DAS Backup Servers</td><td>99.8%</td></tr> </table>	<u><b>Component availability and operability status</b></u>	<u><b>Objective</b></u>	DAS Backup Servers	99.8%
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DAS Backup Servers	99.8%				

<b>Measurement</b>	DAS SAN Infrastructure	99.8%
	DAS Campus/JFHQ LAN Infrastructure	99.8%
	<b>Outside regular business hours:</b>	
	<b>As measured by DAS and monitored from DAS networks, excluding reserved maintenance windows</b>	
	<b><u>Component availability and operability status</u></b>	<b><u>Objective</u></b>
	DAS Backup Servers	98.0%
	DAS SAN Infrastructure	98.0%
	DAS Campus/JFHQ LAN Infrastructure	98.0%
	The availability of the services will be measured by DAS, from monitors on DAS networks. These metrics will be reviewed at least monthly by DAS. Monthly availability reports tracking the objectives described here will be provided to the Agency for review and analysis. Incidents that impacted availability of services will be documented and included as part of each monthly report, if known by DAS.	
	Agencies that experience availability at lower levels than reported monthly by DAS may conduct a Detailed Availability Assessment in cooperation with DAS. The Detailed Availability Assessment may include the installation of temporary or permanent monitors at Agency locations at Agency expense. Agency and DAS will jointly assess the results of additional monitoring to produce a report on the sources of availability problems reported by Agency and remediation strategies.	
<b>Addressing Availability Problems</b>	Service availability problems resulting from Agency WAN Link providers, Agency-operated Servers, Agency-operated LAN's, and other non-DAS-operated components are not the responsibility of DAS.	
<b>Recovery Time Objectives</b>	The DAS support team will operate with the following objectives in the event of a service failure or other problem:	
	<b><u>Action from related support team / component</u></b>	<b><u>Objective</u></b>
	<b>All DAS Server Roles</b>	
	Time to Accept Service Request (DAS business hours)	1 hour
	Problem Recovery Time (DAS business hours)	8 hours
	Problem Recovery Time (outside DAS business hours)	Best effort
	<b>DAS SAN Infrastructure</b>	
	Time to Accept Service Request	1 hours
	Problem Recovery Time	8 hours
	<b>DAS Campus/JFHQ Network Infrastructure</b>	
	Time to Accept Service Request	1 hour
	Problem Recovery Time	8 hours

	<b>DAS ICN-Provided WAN Link</b>														
	Established Time to Register Incident with ICN	1 hour													
<b>Escalation Procedures</b>	In the event of a service failure identified by DAS or Agency that impacts the majority of agency users or exceeds recovery time objectives, DAS will offer to convene an incident response team comprised of an Agency delegate, a DAS incident coordinator, and members of DAS network, storage, server, and security teams. The incident response team will have ownership of the problem and will be granted the authority to coordinate and deploy resources necessary to resolve the incident. The designated incident coordinator will be responsible for documenting action steps and producing an after-action incident report that describes the incident and recommends next steps to prevent a reoccurrence.														
<b>Performance</b>	<p>Performance from a client perspective will vary based on a number of factors. The DAS support team will operate with the following performance objectives for the data backup service, to be measured by DAS from DAS networks.</p> <table><tr><td></td><td><b>Objective</b></td><td><b>Maximum</b></td></tr><tr><td>▪ Beginning a backup</td><td>5 seconds</td><td>30 seconds</td></tr><tr><td>▪ Beginning a restore</td><td>15 seconds</td><td>60 seconds</td></tr><tr><td>▪ Completion of a backup or restore (any size)</td><td><b>None</b></td><td><b>None</b></td></tr></table> <p>No transaction performance guarantees are provided due to the possible quantity of data and network dependencies for each event. It is the responsibility of customers with specific Recovery Time Objectives to routinely test data restores and verify whether such objectives are satisfied by the data backup system.</p>				<b>Objective</b>	<b>Maximum</b>	▪ Beginning a backup	5 seconds	30 seconds	▪ Beginning a restore	15 seconds	60 seconds	▪ Completion of a backup or restore (any size)	<b>None</b>	<b>None</b>
	<b>Objective</b>	<b>Maximum</b>													
▪ Beginning a backup	5 seconds	30 seconds													
▪ Beginning a restore	15 seconds	60 seconds													
▪ Completion of a backup or restore (any size)	<b>None</b>	<b>None</b>													
<b>Contingency Planning</b>	<p>In the case of a declared disaster at the primary site, data backup services <b>will</b> be restored to the disaster recovery site. In the absence of a declared disaster, the server may be recovered at the primary data center:</p> <p>Need to distinguish between TSM environment recovery and client data recovery. Add something about “how you use the backup system will impact your recoverability.”</p> <table><tr><td>Primary Data Center</td><td>Hoover</td></tr><tr><td>Disaster Recovery Data Center</td><td>JFHQ</td></tr></table> <p>[If Agency backup is divided between sites – indicate here]</p>			Primary Data Center	Hoover	Disaster Recovery Data Center	JFHQ								
Primary Data Center	Hoover														
Disaster Recovery Data Center	JFHQ														
<b>Recovery Point Objectives</b>	<p>In the event of a disaster, unfinished backup data will likely be lost and it will be impossible to determine what files were in process. However, all data previously backed up (that is, to the end of the latest completed backup for a specific server) will be available when the backup system is re-instated.</p> <p>For Primary restoration, all data is available on demand from the DAS backup except while another backup for that server is in progress.</p> <p>Same here – issue is differentiating between recovery of TSM and agency</p>														

	recovery of server.. For instance, have to have a duplicate server built before data can be recovered.	
<b>Backup &amp; Recovery</b>	<b>Backup Requirement</b>	<b>Timeframe</b>
	Daily Backup Window  Default number of additional prior versions available for restoration  Does this go in Client Inventory?  <u>Offsite Vault</u>  For Primary Disaster Recovery purposes all production data (including valid previous versions) are replicated to DR Volumes sent off site each week day.	4 pm to 4 am daily  Current plus 13 prior copies up to 365 days old
	<b>Backup Requirement</b>	<b>Timeframe</b>
	Offsite Copy Window  Number of days a file is available for restore once it is deleted from the server.	5 am to 7 am daily  365 days
<b>Support Prerequisites</b>	<p>In order for Agency to use the Backup service, the following requirements must be met.</p> <ul style="list-style-type: none"> <li>• All client licensing needed except the basic TSM license must be owned by the Agency in sufficient quantities with support and upgrade agreements maintained by the Agency in good standing.</li> <li>• Users must use a valid TSM client for their OS.</li> <li>• Remote agencies sites must operate with a circuit linking the end user's LAN to DAS networks with sufficient available bandwidth to complete service activities.</li> <li>• Users must follow applicable rules for confidentiality and security of data. Ensuring compliance with applicable rules is the responsibility of Agency.</li> </ul>	

## Limitations

<b>Capacity</b>	No specific capacity limits are set. Infrastructure performance must be sufficient to allow the backup to finish in the allocated 12 hour window.
<b>Client Data Recovery Time</b>	DAS and Agency will jointly assess alternative backup platforms for systems with recovery requirements that cannot be met by the data backup service. Costs for such alternatives will be the responsibility of Agency.
<b>Hardware &amp; Operating System</b>	Client hardware and operating system must be at levels supported by the data backup service vendor.

## Agency Specific Configurations

<b>Storage and Retention</b>	Primary copies are stored indefinitely.
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**Special Retention**

Previous versions are cycled off at one year

Some servers, for example those using database controlled data, do not benefit from previous version retention. Special retention can be arranged for specific situations, with cost dependent on complexity.

[Document known requirements here]

**Legal retention requirements**

Special copies for legal requirements are not included in this SLA. The Agency is responsible for creating, maintaining, and retaining legally mandated data files.

[Document known requirements here]

Vault & Delete  
Immediately

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**Supported Tasks****Task Details**

DAS will provide routine support for problems and incidents related to backup services at no additional costs to the Agency. Additional tasks will also be completed upon customer request. Some are included at no cost and others are billable. Add back table for things like setup new server, request a restore, change schedule times, etc.

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**Billing****Charges**

It is mutually understood and agreed that the rates charged by DAS-ITE under this Addendum will be the published rate in effect at the time of service delivery. The rates quoted herein reflect the rates in effect at the time of document execution.

The pricing associated with the Backup Service is posted at <http://edas.iowa.gov>. Based on FY11 rates, beginning [Date], Agency will be billed for the following services. Quantities are variable depending on utilization. Please check with service contacts listed above for up to date quantity estimates:

Billing for data storage will continue until DAS is notified to purge the data. At that time, the data will be destroyed and within 72 hours will no longer be recoverable by any means. The process will end the billing for that server.

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**Evaluation****Frequency**

The service level agreements based on this catalog item will be reviewed annually.

Agency will notify DAS of any updates or changes to the documented configurations and Agency information detailed here as those changes occur.

## Service & Billing Contacts

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1. Service Contacts

DAS Senior Resource Manager  
DAS-ITE Service Manager  
Agency

[REDACTED]  
Russ Rozinek  
[REDACTED]

[REDACTED]  
515-281-4836  
[REDACTED]

2. Billing Contacts

Agency Billing Code: [REDACTED]  
Agency Financial Contact

[REDACTED]

[REDACTED]

Please indicate after hours contact information:

## Customer Acceptance

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Agency

Iowa Department of Administrative Services Information  
Technology Enterprise

By: \_\_\_\_\_

By: \_\_\_\_\_  
Lorrie Tritch

Title:

Title: Chief Operating Officer

Date: \_\_\_\_\_

Date: \_\_\_\_\_